Daniel Lewis

SOFTWARE ENGINEER

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Software engineer with a background in IT engineering and business operations that is passionate about building useful software and solving complex problems. Seeking opportunities to pair my full stack development knowledge with my IT industry experience and contribute to innovative teams building and maintaining modern software user experiences.

Technical Skills • *JavaScript • NodeJS • Python • Typescript • Flask • React • NextJs • Redux • Postgres • SQL • SQL Alchemy • ExpressJs • TailwindCSS • Pandas • IT Infrastructure • Systems Administration • TCP/IP Networking • Network Security*

Certifications • *CompTIA Network+ • CompTIA Security+ • CompTIA A+ • Microsoft Certified: Azure Fundamentals*

PROJECTS

DSDb: The DougScore Database | GitHub | Live   *React • Redux • Python • Flask • SQLAlchemy • TailwindCSS • Pandas*
Implemented advanced parsing of genuine automotive review data using Python's CSV library, openpyxl, and Pandas on the backend for data viewing and searching through a React based frontend.

EXPERIENCE

IT Manager • *OrthoSouth Orthopedics* • *Memphis, TN*   01/2021 – 08/2022
- Planned and engineered all integration APIs and automation workflows for an AutoTask ticketing platform and ShoreTel call queue implementation. This was a solution proposed due to a lack of any actionable data that could be gathered from the existing tools which had failed to scale with the growth of the company's needs.
- Used collected help desk metric data to develop scripting for SharePoint Workflows with Office365 integration as a custom solution to streamline team equipment procurement and inventory processes. Data showed that the procurement and asset management process was the largest contributor to wasted help desk time and engineering effort. Developing and deploying an in-house solution saved time and budgeted funds over software alternatives.
- Actionable metrics gained from automation efforts lead to a 30% improvement in first-call resolution rate and a 25% reduction in ticket backlog.
- Introduced a customer satisfaction tracking system for the team, maintaining a 4.72 out of 5-star average rating since implementation, using feedback to directly influence process review.

Network Engineer • *TeamLogic IT* • *Memphis, TN*   03/2018 – 01/2021
- Developed integrations to automate network diagramming and documentation across multiple clients using documentation software ITGlue's integration APIs to improve engineer access to correct information.
- Generated security and compliance reports for clients that needed to adhere to specific risk management standards, such as PCI and HIPAA. Used auditing and reporting to create solutions such as network security and software processes improvements.
- Technical lead of a project to implement virtual desktop solutions for customers using legacy remote desktop (RDP) farms. The project used Microsoft Azure Virtual Desktop (WVD) with FSLogix to give customers a modern and scalable cloud solution that reduced server management, VPN networking, and licensing costs.
- Installed and maintained infrastructure components, including Windows Active Directory, DNS, DHCP, File/Print servers, Application Servers, Sonicwall Firewalls, Datto Backup and Disaster Recovery (BUDR) Solutions, various networking solutions, and LOB applications for all clients.

EDUCATION

App Academy • **Full-Stack Web Development Bootcamp**   01/2023 - 09/2023
Software engineering concepts and building full-stack projects with: JavaScript, Python, Data Structures and Algorithms, Rest APIs, SQL databases and ORMs, Front-end frameworks, React, Redux, Agile Development, CSS, Docker, AWS, HTML

Southwest TN Community College • **AAS in Information Technology (Unix/Linux)** • *Memphis, TN*   08/2006 - 03/2009
Windows and Linux System Administration, various programming languages (C++ / Perl / JAVA), Cisco Networking (CCNA), Web development, Project management, and Database Concepts